



Position Description

Role: **Senior Coordinator**

Primary Objectives of the Position

The primary objective of this role is to:

- Support and coordinate a timely, efficient and safe non-emergency medical and social transport service for clients in the Region.

Relationships

The Senior Coordinator works under the direction and supervision of the State Transport Manager and works closely in support and basic supervision of coordinators in the Region. They interact with volunteers, clients, external stakeholders and other CTST staff.

Key Responsibilities and duties

Operations

- Effectively coordinate daily client bookings, allocate resources including scheduling and rostering of drivers and make confirmation calls to clients.
- Provide support and day to day supervision to staff and volunteers.
- Support and assist in the resolution of issues and complaints from clients and volunteers.
- Verify data and reports and ensure quality and accuracy.
- In collaboration with coordinators resolve operational issues to ensure smooth service delivery.
- Identify and report issues to ensure continual improvement of operational procedures and service delivery.
- Develop and maintain a sound understanding of contractual obligations and programme manuals.

Training

- Undertake training to ensure competence in and understanding of current procedures and CTST strategic goals.
- Provide training to staff and volunteers as appropriate.

Marketing and promotion

- Undertake the recruitment of volunteers
- Work collaboratively with external stakeholders, community groups and industry to develop networks and partnerships and promote CTST services.

Organisational support

- Promote a culture of mutual support and continuous improvement in a safe and healthy workplace environment.
- Any other duties as directed in line within the scope of skills required for this position.

Success measures

Area	The job is being performed to the required standard when:
Operations	Human and vehicle resources are utilised and organised in the most cost effective and efficient manner in response to client needs. Volunteers report satisfaction with their on-boarding experience and feel actively supported.
Training	Staff feel supported and confident in their understanding of operations routines and procedures.
Marketing and promotions	CTST is presented as professional, efficient, innovative and engaged with the community and our clients.
Organisation support	Managers, co-workers and volunteers view the Transport Coordinator - Volunteers as a reliable and supportive team member.

Pre-employment requirements

- National Criminal History Check
- WWVP Children Check
- Current 'C' Class Drivers Licence.

Selection criteria

- High level interpersonal, customer relations, written and verbal communication skills with the ability to liaise effectively with people at all levels and resolve customer complaints quickly and effectively.
- Well-developed ability to plan, coordinate, and organise work, and a meet targets.
- Demonstrated ability to work autonomously with limited support and as an active and supportive senior team member.
- Demonstrated understanding of continuous improvement, client safety and risk management principles.
- Demonstrated experience and skills in the use of Microsoft Office, web based systems and data bases.

Acknowledgement:

Chief Executive Officer:

Name: Lyndon Stevenson

Signature:

Date:

Employee Acceptance:

I have read and understand the requirements of my position with CTST, as set out in this position description.

Name:

Signature:

Date: